

Have you considered outsourcing? Outsourcing on average is **38% cheaper** than the expenses of an in-house employee and your outsourced team never calls in sick or needs vacation & they require no training. Stop wasting time with turnover and retraining the most critical position in your practice -- the one that collects your hard earned money!



INSURANCE AR SERVICE DESCRIPTION:

Our Insurance AR Service includes filing your dental & medical claims, researching & resolving your outstanding insurance claims and posting your insurance payments.

- **CLAIM FILING:** We file all of your dental & medical claims as well as preauthorizations. We take care of any claim errors, coding errors, claim rejections and missing information. We file your claims using whatever electronic service you are enrolled in whether it be your practice management software eClaims, Remote Lite/Renaissance, NEA Fastattach, DentalXchange, etc. We file claims by fax, direct portal and by mail for any claims that cannot accept electronic claims. All claims are filed within 24hrs of creation by the office.
- **OUTSTANDING CLAIM RESEARCH:** We research all claims once they reach 31 days aging. We will pull your outstanding insurance reports weekly and contact the insurance company to ensure that the claim has been received, is being processed & paid and provide any additional/missing information to the insurance as needed. We will continue to research each claim every 2-4 weeks until it is resolved. We document every time we research a claim by adding detailed notes in the patient chart so that anyone in the office can easily see the status of a claim. The majority of your claims should be paid within 30-45 days with \$0 past 90 days.
- **PAYMENT POSTING:** We post all of your insurance payments directly to your patient accounts ensuring that the correct contracted fees when applicable have been charged to the patient. We provide detailed notes in the patient's account for any remaining balances/credits leftover from the insurance claim so that your office can easily understand the balance & explain it to the patient confidently. We post all of your paper insurance checks received by mail, EFTs and insurance credit card payments. All payments are posted within 24hrs.
- **APPEALS & DENIALS:** We automatically appeal denials and downgrades when necessary for you or/and by your request.
- **PROCESS:** We will establish an encrypted, secure, HIPAA compliant remote connection with two-factor authentication to your workstation in your office and access it directly just as if we were an employee right in your office. Setup can take as little as a few hours. We login daily to submit your claims & dental preauthorizations from your insurance queue. Your office will scan any insurance EOBs, checks, denials, requests for information received each day into one batch that they will save in a Shared Network folder by date. We retrieve these files daily, post the payments & handle any other issues from insurance.

If you receive EFTs, we check those daily on the insurance company website and post them to the patient account while saving the EOBs in the office Shared Network folder for easy access. We email a report to the office summarizing the claims processed, payments posted and communicate any denials, balances, credits or information needed from the office each time we post payments throughout the week.

- **FEES:** Registration fee to begin service: \$600

Monthly Fees are based off of your actual net insurance collections each month. Paper claims are billed at \$1.80/each, but in most cases we are able to file the majority of claims electronically.

\$0 - \$24,000.00 = \$950/month

\$24,000.01 - \$100,000.00 = \$150/month plus 3.5% of Insurance Collections

\$100,000.01 - \$150,000.00 = \$150/month plus 3.25% of Insurance Collections

\$150,000.01 - \$200,000.00 = \$150/month plus 3.00% of Insurance Collections

Over \$200,000.01 = \$150/month plus 2.75% of Insurance Collections

- **NO LONG TERM CONTRACTS:** We do not require any long term commitments. We request 60 days notice for cancellation of services.
- **WHY CHOOSE US?:** We are consistently successful at getting 95% of primary claims paid within 45 days and 98% of claims paid within 90 days. We are unmatched in the industry for quality of service, accuracy, efficiency & communication. Our team consists of only highly experienced dental office managers & insurance specialists. Our service is much more than just an insurance billing company, we act as a virtual office manager & a supplement to your team by providing support for all aspects of dental practice management & administration. While we are working your insurance claims & patient accounts we are always on the lookout for any red flags, ways you could collect more, improvements to your systems and more to ensure that your practice is running as efficiently & set up for the maximum level of success. Our other optional services include insurance verifications, scheduling services, credentialing, team training, consulting and more. We are always available for questions & advice. Our team works from our two locations in Florida and are direct employees, no independent contractors, no outsourcing to foreign countries.

If you choose our company, I can confidently assure you that we will exceed your expectations. Thank you for your time & I hope to hear from you soon!

Schedule your complimentary consultation call now! <https://theowladvantage.com/contact-us>



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